

<b>DECISION-MAKER:</b>	HEALTH OVERVIEW AND SCRUTINY PANEL		
<b>SUBJECT:</b>	HEALTHWATCH SOUTHAMPTON		
<b>DATE OF DECISION:</b>	18 JULY 2013		
<b>REPORT OF:</b>	MATTHEW WATERS – PEOPLE DIRECTORATE		
<b><u>CONTACT DETAILS</u></b>			
<b>AUTHOR:</b>	<b>Name:</b>	<b>Matthew Waters</b>	<b>Tel:</b> 023 8083 4849
	<b>E-mail:</b>	matthew.waters@southampton.gov.uk	
<b>Director</b>	<b>Name:</b>	<b>Alison Elliott</b>	<b>Tel:</b> 023 8083 2602
	<b>E-mail:</b>	Alison.elliott@southampton.gov.uk	

#### **STATEMENT OF CONFIDENTIALITY**

There are no issues of confidentiality

#### **BRIEF SUMMARY**

Southampton Voluntary Services (SVS) has commenced the management of the Healthwatch Southampton service, following a successful tender process carried out earlier in the year. This report outlines the tender process for the Healthwatch Southampton contract. In addition, Rob Kurn, SVS Health Development Team Leader, will give the panel an outline of Healthwatch Southampton's functions and plans.

#### **RECOMMENDATIONS:**

- (i) That the panel note the commencement of the contract.
- (ii) That the panel notes the functions and role of Healthwatch Southampton.
- (iii) That the panel, following a discussion with Rob Kurn, SVS Health Development Team Leader, consider Healthwatch Southampton's future involvement with the panel.

#### **REASONS FOR REPORT RECOMMENDATIONS**

1. The tender process has been completed, in line with Southampton City Council's Contract Procedure Rules.
2. To inform the Health Overview and Scrutiny Panel of the arrangements for providing Healthwatch Southampton, through SVS, for the longer term.

#### **ALTERNATIVE OPTIONS CONSIDERED AND REJECTED**

3. A range of alternative options were considered and rejected. These included:
  - Splitting the functions of Healthwatch into separate contracts. This was rejected on the grounds that there are significant benefits to Healthwatch in terms of gathering evidence, linking outcomes across all functions and the management of a single service. The splitting of functions would reduce these advantages.

- Negotiated tender arrangements. While this would have allowed a tender to be issued earlier, there would have been significant negotiation required after any tender process. This would have included negotiation on the final price.
- Grant aid was also considered, but rejected as this would have still required a decision on either:
  - grant aiding a single agency, of which none appeared to have all the skills to meet the requirements; or
  - grant aiding more than one agency and splitting the functions across those agencies, a decision already rejected.

#### **DETAIL (Including consultation carried out)**

4. The Health and Social Care Act 2012 required local authorities to establish local Healthwatch as a vehicle to succeed and build upon the Local Involvement Networks (LINKs) as a voice for patients and the public on health and care services. In addition it will undertake the additional new roles of providing information, advice and signposting on services, and the NHS complaints advocacy. This paper provides an update on the arrangements for Healthwatch Southampton. Southampton Voluntary Services (SVS) has been successful following a tender process, and commenced the contract from 1<sup>st</sup> July 2013. Prior to 1<sup>st</sup> July, Southampton had interim arrangements in place, to meet all statutory requirements.
5. Healthwatch Southampton will be responsible for the following activities:
  - Community Engagement and Research
  - Evidence, Insight and Influence
  - Information and Advice
  - NHS Advocacy Service.
6. Through its membership of the Health and Wellbeing Board, Healthwatch Southampton will have influence at the decision-making table, helping to ensure public engagement in the strategic planning of health and social care services. It will also contribute to the development of the Joint Strategic Needs Assessment and the Joint health and Wellbeing Strategy for the City's population.
7. Healthwatch Southampton will also support individuals by providing information, signposting and advice about access to services and to help people to make choices about the type of treatment and care they receive within the choices that are available to them.
8. The award of the longer term contract to SVS enables a level of continuity to be achieved. SVS was providing the management for the LINK service. It will provide management of the full Healthwatch Southampton service, including any sub-contracting arrangements.
9. SVS will oversee the Independent Complaints Advocacy Service, but this will be provided on a day-to-day basis by SEAP. There are contractual arrangements ready for SVS and SEAP to use to ensure this occurs and is managed throughout the lifetime of the Healthwatch Southampton contract. In addition, Southampton Citizen's Advice Bureau will provide the signposting element of the service, under contract to SVS. There is also scope to request other agencies to provide specific elements of work to

support the service – e.g. if specific skills are required to engage particular client groups and communities. Appendix 1 gives a brief outline of Healthwatch Southampton’s functions and roles.

10. Rob Kurn, SVS Health Development Team Leader, will give panel a brief presentation to the panel on Healthwatch Southampton’s functions and plans for further development.
11. The panel are invited to have an open discussion on the role of Healthwatch Southampton and consider its future involvement with the HOSP.

## **RESOURCE IMPLICATIONS**

### **Capital/Revenue**

12. The council has set a revenue budget for 2013/14 of £200,000 for local Healthwatch.

### **Property/Other**

13. None

## **LEGAL IMPLICATIONS**

### **Statutory power to undertake proposals in the report:**

14. The framework for local Healthwatch is set out in Sections 183 – 189 of the Health and Social Care Act 2012. Further requirements are set out in the NHS Bodies and Local Authorities (Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch) Regulations 2012.

### **Other Legal Implications:**

15. None

## **POLICY FRAMEWORK IMPLICATIONS**

16. None

**KEY DECISION?** No

<b>WARDS/COMMUNITIES AFFECTED:</b>	All
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**SUPPORTING DOCUMENTATION**

**Appendices**

1.	SVS Briefing Paper: Healthwatch Southampton
2.	Service specification for Healthwatch Southampton

**Documents In Members' Rooms**

1.	None
2.	

**Equality Impact Assessment**

Do the implications/subject of the report require an Equality Impact Assessment (EIA) to be carried out.	No
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**Other Background Documents**

**Equality Impact Assessment and Other Background documents available for inspection at:**

Title of Background Paper(s)

Relevant Paragraph of the Access to Information Procedure Rules / Schedule 12A allowing document to be Exempt/Confidential (if applicable)
